

MINUTES OF THE
MAG 9-1-1 OVERSIGHT TEAM MEETING
August 25, 2008
MAG Office Building, Cholla Room
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Mesa Fire Department, Chair	Robert Demlong, Phoenix Police Department
Chris DeChant for Mark Burdick, Glendale Fire Department	Helen Gandara-Zavala, Scottsdale Police Department
Jesse Locksa for Ray Churay, Maricopa County Sheriff's Office	Brenda Buren, Tempe Police Department
* Mike Fusco, Emergency Management, Peoria	* Lawrence Rodriguez, Tolleson Police Department
Steve Kreis, Phoenix Fire Department	

* Those members neither present nor represented by proxy.

Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

Valerie Day, MAG	Barbara Jaeger, Arizona Department of Administration
Mike Benjamin, MR 9-1-1	Ryan Peters, Glendale
Dave Eaton, MR 9-1-1	Nathan Pryor, MAG
Mary Franklin, MR 9-1-1	Tom Remes, Phoenix
#Jenna Goad, Glendale	Vicky Scott, Peoria
Liz Graeber, MR 9-1-1 Administrator	Jim Tortora, Paradise Valley Police Department

1. Call to Order

The meeting was called to order by Chairman Harry Beck, Chief, Mesa Fire Department, at 1:10 p.m.

2. Call to the Audience

An opportunity is provided to the public to address the 9-1-1 Oversight Team on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the Oversight Team requests an exception to this limit. Opportunities for comment on items posted for action are provided at the time the item is heard. Chair Beck noted that no public comment cards had been turned in.

3. Approval of the April 8, 2008, Meeting Minutes

Commander Demlong moved to approve the minutes of the April 8, 2008, meeting. Ms. Buren seconded, and the motion carried unanimously.

4. MAG FY 2010 PSAP Annual Element/Funding Request and FY 2010-2014 Equipment Program

Liz Graeber, the Maricopa Region (MR) 9-1-1 Administrator, provided a report on the FY 2010 PSAP Annual Element/Funding Request and FY 2010-2014 Equipment Program. She stated that each year, the Public Safety Answering Point (PSAP) Managers submit inventory and upgrade requests that are used to develop a five-year equipment program that forecasts future 9-1-1 equipment needs of the region and will enable MAG to provide estimates of future funding needs to the Arizona Department of Administration (ADOA). Ms. Graeber reviewed the detail of the requests received, which included an upgrade and eight positions at the Sheriff's Office, and upgrades at Rural Metro, Arizona State University, Avondale, and Wickenburg. Ms. Graeber stated that the total FY 2010 budget is approximately \$13.7 million.

Ms. Graeber also reported to the committee that at its July meeting, the PSAP Managers had approved two amendments to the FY 2009 Annual Element/Funding Request that were requested by the Town of Buckeye and City of Surprise. The Surprise Police Department requested a logging recorder in the amount of approximately \$20,000, and the Buckeye Police Department requested two additional positions for approximately \$120,000 to accommodate its growth, increase in calls and personnel. Ms. Graeber noted that the amendments do not require approval by the Oversight Team because they do not total more than 10 percent of the budget, but she was providing the details for the committee's information. Chair Beck thanked Ms. Graeber for her report and asked members if they had questions.

Chief Kreis asked if there were sufficient funds to fulfill the requests. Ms. Graeber replied that MR 9-1-1 had not received any indication from the state that the request would not be funded. She added that the JLBC report indicates that funds are available and the 9-1-1 fund is not yet depleted.

Chair Beck asked if the equipment included all needs, or just what was believed could be funded. Ms. Graeber replied that the requests could be funded for now, but sometimes additional requests are received.

Chief Kreis asked if this request met the needs identified in the approved Five Year Plan. Ms. Graeber replied that it did; MR 9-1-1 asks the PSAPs to meet them.

Chair Beck asked if upgrades are automatically built in. Ms. Graeber replied that was correct. They have an automatic five year replacement plan, unless a PSAP requests a variance to the scheduled upgrade. She commented that sometimes an upgrade is accelerated and sometimes it is delayed.

Chief Kreis moved to recommend approval of the MAG FY 2010 PSAP Annual Element/Funding Request and FY 2010-2014 Equipment Program for submittal to the Arizona Department of Administration. Ms. Buren seconded, and the motion carried unanimously.

Chief Beck expressed his appreciation to MR 9-1-1 staff for their help and accomplishments throughout the year.

5. CENS Request for Proposals Update

Mary Franklin, MR 9-1-1, provided an update on the status of the Request for Proposals (RFP) process for the selection of a vendor that will provide service for the region's Community Emergency Notification System. She said that the RFP was released in May 2008. The evaluation team eliminated three of the respondents due to cost, and recommended that Plant CML, whose product is Reverse 9-1-1, be selected to provide the service. Ms. Franklin said that approval of the selection is on the Phoenix City Council agenda on September 3rd.

Ms. Franklin then reviewed the implementation schedule, with training taking place the last week of October 2008. Ms. Franklin stated that due to the change in vendor, a group is in the process of updating the Standard Operating Procedures, which will then be taken to the PSAPs and then to the Oversight Team. She noted that the major change resulting from the change in vendor is that the database will be updated quarterly instead of daily, and added that the RFP evaluation team recommended a quarterly update schedule.

Ms. Franklin stated that the MR 9-1-1's system is capable of making 144 calls simultaneously, which means it can make 12,343 thirty-second calls per hour. If a great number of call needs to be made, the new system has a mass calling feature that can utilize 2,000 offsite telephone lines, at a cost of 20 cents per one minute call. She noted that the activation cost would be chargeable to the activating agency. Ms. Franklin advised that TDD and cell phone users will not be automatically identified and will need to register their number on the MR 9-1-1 website.

Ms. Franklin then addressed funding of the system. She said that funding will cover program charges and a program manager for the first year, and program charges only for the second year. Ms. Franklin stated that the grant application to the Gila River Indian Community for the program was turned down, but their request to homeland security for a \$450,000 grant is still being considered.

Chair Beck commented that even if the homeland security grant is received, it will still be interim funding. He asked the plans for long term funding. Ms. Graeber replied that the intergovernmental representatives have discussed legislative and administrative options.

Ms. Buren asked what would be the cost for a launch. Ms. Franklin replied that charges would not apply for launches using the MR 9-1-1 lines, and would apply only if the mass calling lines were activated, which would be 20 cents per minute and billed to the activating agency. She commented that they anticipate that only ten percent of calls might utilize the mass calling lines. Ms. Franklin noted that currently, the average launch costs about \$2,500, and the monthly program cost is about \$35,000, which does not include launches.

Ms. Gandara-Zavala asked how many changes to the database were anticipated. Ms. Franklin said that in her conversations with an agency in California, she learned they have about 200 changes per month. She added that they are thinking one to five percent range for the MAG region. Ms. Gandara-Zavala asked if MAG would have the opportunity to change the update schedule. Ms. Franklin replied that it would. It was noted by Dave Eaton that updates could be turned around fairly quickly,

but not done sooner than quarterly. Chair Beck noted that having the same data as 9-1-1 is cost prohibitive; this is a compromise to keep the program going.

Commander Demlong asked the potential that MR 9-1-1 would receive funding from Homeland Security. Ms. Graeber replied that receiving the funds was possible, but they had given no indication one way or the other.

6. Legislative Update

Nathan Pryor, MAG Senior Policy Planner, provided an update on legislative issues of interest. He stated that the state budget dominated this legislative session, which ended in June. Mr. Pryor indicated that next year's budget might be the same situation. He added that there could be a special session between now and January to address any remaining shortfall.

Mr. Pryor stated that House Bill 2381, which would have increased the percentage from three percent to five percent, and could be used for personnel costs, made it through the House, but did not make it through the Senate, probably because of the larger budget discussion. He stated that MAG staff has begun working with the intergovernmental representatives on the best strategy to pursue.

Chair Beck expressed his appreciation for work done on the legislation. He indicated that he thought the bill had a good chance for passage, but that changed when the budget situation became bleak. Chair Beck asked the date of the next meeting of the intergovernmental representatives. Mr. Pryor replied that their next meeting is September 4th; they meet monthly with the possibility of special meetings if necessary.

7. CENS Informational Video

Carlos Jurado, MAG Community Outreach Specialist, stated that staff has been working on producing an informational video in English and Spanish that shows the benefits of the Community Emergency Notification System (CENS) program. He noted that the video will include interviews with Assistant Chief Todd Harms, Phoenix Fire, and Detective Steven Barry, Mesa Police, some footage of the alarm rooms, and footage from the Oversight Team meeting. He noted that they would like to include some footage of a working emergency.

Mr. Jurado stated that the goal of the video is to inform residents how the system came to be established, how it works, and how it keeps them safe. He stated that the video will be approximately five to six minutes in length and will be distributed to municipal channels. Mr. Jurado indicated that the script has been drafted and is being reviewed. He said they hope to have the video completed in three to four weeks, after which it will be given to Oversight Team members for review before distribution. Mr. Jurado noted that progress on finishing the video has not gone as quickly as they hoped, due to the fact that MAG has no staff member dedicated to video production.

Chief Kreis asked if the video will inform the community on what to do when they receive a notification call. Mr. Jurado replied that was correct. He noted that Chief Harms tells in great detail what to expect if they receive a CENS call.

Ms. Gandara-Zavala asked if the video could be posted on municipal Web sites. Mr. Jurado replied that he felt the video should be short enough to post there. He added that they envision giving copies to places such as libraries, where the public has access to videos.

Barbara Jaeger suggested being specific that CENS is available only in a certain geographic area. She stated that local channel transmissions in places outside of Maricopa County, such as in Prescott, and she wanted to ensure there was no confusion. Mr. Jurado replied that the video is not intended to be shown on commercial stations, and is being exclusively produced for channel 11's in the Maricopa region.

Chair Beck asked if the texting capability could be included in the video when the new Reverse 9-1-1 system becomes operational. Mr. Jurado replied that the video could be revised to include that. Chair Beck thanked staff for the extra effort to produce the video, especially since they are short of staff. He mentioned that he heard good feedback on the first CENS video, and it was timely to produce another video now.

8. Update on Funding Issues

Ms. Graeber advised that MR 9-1-1 lost a GIS tech due to the 40 percent decrease in funding (from 37 cents per month to 20 cents per month) and the non-passage of House Bill 2381. Dave Eaton provided a report on the impact of the loss of the tech. He said that 40 percent of the GIS Tech's job is maintenance of the 9-1-1 database and 60 percent is maintenance of the street file. Mr. Eaton advised that the loss of the GIS Tech would result in a less accurate 9-1-1 database.

Ms. Graeber noted that the ADOA office indicated that the statewide tax collection now equals the State 9-1-1 annual budget. She noted that the system is now in the red. Ms. Graeber stated that next generation 9-1-1 is of utmost importance to keep the 9-1-1 system current.

Ms. Buren asked if GIS was directly related to the CENS, both in the 9-1-1 database records and the street file used for CENS. Mr. Eaton replied that was correct. Ms. Buren commented that GIS is a basic part of the 9-1-1 system, and asked why maintenance of the GIS data was funded through the administrative percentage of the state 9-1-1 fund, and not by the state 9-1-1 fund itself. Ms. Graeber commented that GIS is not considered a component of 9-1-1 funding. Ms. Jaeger stated that the state 9-1-1 fund pays no administrative costs for GIS work. She explained that it is a part of the administrative code, which identifies that the only costs that will be incurred are equipment and equipment maintenance and network costs. Ms. Jaeger commented that the state does not have the resources available to expand funding, and is even unable to go to Next Generation 9-1-1. She said that the way the statute is written, personnel costs are excluded, and added that the only reason her office has a higher percentage is to enable the processing of invoices. Ms. Jaeger also mentioned that MR 9-1-1 receives about \$130,000 per year toward administrative costs.

Ms. Graeber stated that one big concern is that the \$25 million that was swept from the 9-1-1 fund to balance the state budget puts the fund closer to a zero balance.

Ms. Buren expressed her concern that the legislation does not allow funding basic services, yet the fund gets swept for purposes totally unrelated to 9-1-1.

Chair Beck stated that 9-1-1 funding is very complex. When the system was first set up, it was to cover equipment and the maintenance of equipment, and was purposely designed not to include personnel. Chair Beck commented that a position is a new spot, not the person. He stated that all infrastructure and management is done by local jurisdictions. Chair Beck also noted that some funding is provided to MR 9-1-1 by the member agencies through MAG, and it makes sense operationally to let some tasks overlap. Mr. Eaton commented that the street file is used for the PSAPs and units also in the field.

Ms. Buren asked for clarification of funding maintenance. Chair Beck stated that the state 9-1-1 fund covers equipment maintenance, but any database maintenance is funded by local governments. He stated that in his opinion, the structure of 9-1-1 funding, which was prepared many years ago, is outdated. Chair Beck stated that MR 9-1-1 will do its best to keep the database current, but because of the reduction in revenue, the funds are not there to maintain it.

Ms. Buren stated that she had looked at the Emergency Telecommunications Fund legislation and to her, it could be interpreted that those functions could fit. Ms. Jaeger stated that with the reduction of the monthly excise tax rate by 40 percent, the state 9-1-1 system will be in a deficit in two years and will not be able to meet its daily needs. She stated that HB 2381 was introduced to allow for the GIS database person, which was not even a component when the 9-1-1 system began. Ms. Jaeger stated that the administrative code mirrors the statutory interpretation. She noted that the GIS database is not just a function of MR 9-1-1, it is statewide, and is used for other purposes, such as by the Assessor's office. Ms. Jaeger stated that they interpret the statute as not allowing for personnel costs. She stated that sometimes the statute is reviewed and new opinions are issued, such as allowing the state fund to pay for self maintenance. She noted that MR 9-1-1 receives funds for that. Ms. Jaeger stated that until they feel the GIS function would be afforded long term, it will not be added. A change could be made, but it would be dependent upon the availability of funds.

Ms. Jaeger stated that they thought the fund would be in a deficit by now, due to the cost recovery to cell phone companies they thought would be incurred. However, the cell phone companies made a decision not to claim those funds. Ms. Jaeger advised that 98 percent of the state 9-1-1 fund goes to communities right now. She advised that the excise tax is projected to bring in \$18 million in FY 2009, and the MR 9-1-1 budget alone is \$12 million. Ms. Jaeger commented that federal legislation encourages states not to sweep funds and said that sweeping 9-1-1 funds could preclude a community from being eligible for grant funds.

Chief Kreis asked Mr. Eaton for clarification if the position for database management came out of the CENS program. Mr. Eaton replied that his position and the GIS tech position the region is losing are funded by the administrative percentage. Chief Kreis asked if the loss of the GIS tech position was due to the decrease in the amount collected. Mr. Eaton replied that was correct. Chief Kreis asked Mr. Eaton to explain the impacts. Mr. Eaton explained that the street file is managed by the Phoenix Fire Department and MR 9-1-1. Phoenix Fire works on the Phoenix portion and MR 9-1-1 works on all of the other sections, but they do share the workload on the maintenance of the street file.

Ms. Gandara-Zavala asked the effect of one less staff to perform the maintenance on the local database. Mr. Eaton replied that they are barely keeping up with the maintenance right now. He advised that the street file will be affected; the data will be updated, but it will take more time to keep

up with the changes with fewer personnel. Ms. Graeber noted that GIS tasks will be added with the new CENS program. She said that this is not just wireless, but 9-1-1 mapping will be affected.

Chief Kreis asked if the communities that use computer aided dispatch use the same database. Mr. Eaton replied that they use the same database as far as the street file is concerned.

Vicky Scott, Peoria, Chair of the 9-1-1 PSAP Managers Group, stated that the City of Peoria has had four successful saves because the information provided in the database has helped them locate missing people in the desert. She commented that less frequent updates will impact them.

Chair Beck suggesting that people start documenting the error rate. He commented that when the legislation was first passed, they did not realize the accuracy of the database would be so important. Chief Beck stated that machines can be fixed, but if the database is not right, that is the responsibility of the local agencies, and work needs to be done on that. He stated that there is a plan to look at 9-1-1 statewide. Hopefully, this will help note things that have changed over the years and begin to address them as critical components of the system. Chair Beck asked if the errors were currently being tracked. Ms. Graeber replied that they do receive an error rate report from Qwest and could provide this to the PSAPs for instances of map errors.

Chair Beck thanked MR 9-1-1 staff for keeping up with the workload as best as they can.

9. Comments from the Committee

An opportunity will be provided for committee members to present a brief summary of current events. The Oversight Team is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

Chair Beck asked if there had been any system crashes during the monsoon season. Ms. Graeber stated that Surprise had power and grounding issues, which blew out fuses. She added that the technicians are currently investigating the surge problem. Ms. Graeber noted that no calls were lost as the system switched to the Sheriff's Office, as designed.

10. Topic Suggestions

Topics or issues of interest that the group would like to discuss or present at the next meeting will be requested.

No suggestions were noted.

There being no further business, the meeting was adjourned at 2:20 p.m.